



Product Warranty

Effective Date: 19th September 2023

Warranty Coverage

LEDspace, hereinafter referred to as "the Company," warrants its LED lighting products against defects in materials and workmanship for a period of 5 years from the date of purchase by the original purchaser ("the Warranty Period"). This warranty is applicable to all LEDspace products, provided they have been properly installed, operated, and maintained in accordance with the Company's guidelines and applicable codes and regulations.

Warranty Benefits

During the Warranty Period, if any LEDspace product proves to be defective in material or workmanship, the Company will, at its discretion, either repair or replace the defective product. The Company may choose to replace the product with a new or refurbished unit, depending on the availability of the product at the time of the warranty claim.

Exclusions and Limitations

This warranty does not cover:

- Damage or defects resulting from improper installation, misuse, abuse, neglect, accident, modification, alteration, tampering, or any unauthorised repair or service.
- Products that have been installed or used in violation of applicable codes or regulations.
- Normal wear and tear, including but not limited to degradation of LED light output over time, which is a natural characteristic of LED lighting.
- Products purchased from unauthorized dealers or resellers.
- Products that have been damaged during shipping. Claims for damaged products must be made to us within 3 days of receipt.
- Any indirect, consequential, or incidental damages arising from the use or installation of LEDspace products.
- LEDspace does not accept liability for any costs incurred in the removal or installation of items covered by this warranty.

Submitting a Warranty Claim

To make a warranty claim, the original purchaser must:

Visit our returns page at <https://www.ledspace.co.uk/pages/returns> to obtain a Return Merchandise Authorization (RMA) number.

We reserve the right to request photographic evidence of the installation.

Return the defective product, including all parts and accessories, to the Company in accordance with the instructions provided by LEDSpace Customer Service.

Ship the product to the address provided by LEDSpace Customer Service, along with the RMA number clearly marked on the package.

Resolution of Warranty Claims

Upon receiving a warranty claim, LEDSpace will evaluate the product to determine whether it qualifies for warranty coverage. If the product is found to be defective and covered by this warranty, the Company will, at its discretion, either repair or replace the product. The Company will cover the cost of shipping the repaired or replaced product back to the original purchaser. In line with our general terms and conditions, our liability extends to the original purchase price of the product.

No Other Warranties

This warranty is the exclusive warranty provided by LEDSpace for its products and supersedes all other warranties, whether oral, written, or implied. The Company disclaims all other warranties, including but not limited to implied warranties of merchantability and fitness for a particular purpose.

Contact Information

For warranty claims, inquiries, or assistance, please contact LEDSpace Customer Service at:

support@ledspace.co.uk

LEDSpace, 16 Falkland Close, Tile Hill, COVENTRY, CV4 8AU



Richard Cockayne
Managing Director
28th September 2023